

Complaint Tracking for North Dakota

June 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
4189Z	06/10/03	5	Agent hung up on caller after placing one call. Customer gave another nbr to dial and agent hung up.	06/10/03	Agent was reminded of policies prohibiting disconnecting customers.
62603pg	06/24/03	11	Customer used regular nbr to call at 5pm as usual. Customer called same nbr again at 7pm and CA kept telling customer to call 800# because the center I had reached only processed Speech to speech calls.	06/26/03	Checked with management and received a reply that in AZ s2s agents will go through a refresher training how to handle vco s2s calls and not give s2s users regular relay phone nbrs.
62603pg	06/24/03	20			

Complaint Tracking for North Dakota

July 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
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Complaint Tracking for North Dakota

August 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
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Complaint Tracking for North Dakota

September 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3120-J	09/17/03	23	Customer called from his office phone nbr to a tty phone located approximately 3 miles from the university and the relay asked for the name of his LD provider. The call should be identified as local. TTI00121	09/18/04	TT results - According to CEAS and Qwest this is not a local call therefore everything worked according to the plan.
4246Z	09/03/03	12	The vco caller stated that the CA needs to be trained on 2 line vco call procedures.	09/03/03	Met with agent and thoroughly reviewed 2-line vco procedures with him.

Complaint Tracking for North Dakota

October 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
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Complaint Tracking for North Dakota

November 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
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Complaint Tracking for North Dakota

December 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3353J	12/07/03	29	Voice caller requesting NTC for COC. Selected in system and through computer online. In checking this info shows incorrectly. Tried to contact from RCS but unable to fix.	12/27/04	Tried to correct this from RCS but unable to fix.

Complaint Tracking for North Dakota

January 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
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Complaint Tracking for North Dakota

February 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2165x	02/07/04	3	Customer rqstd twice to speak with a supervisor, agent told him she was unable to contact the supervisor.	02/07/04	Agent did not follow protocol, was coached on proper procedures.
2858	02/13/04	1	TTY customer said the CA was very slow to dial out and typing was slow and sloppy.	02/14/04	CA coached on 5-second policy for dialing out.
2858	02/13/04	7			

Complaint Tracking for North Dakota

March 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
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Complaint Tracking for North Dakota

April 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
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Complaint Tracking for North Dakota

May 2004

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
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